

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, DC 20268-0001

Before Commissioners:

Michael Kubayanda, Chairman;
Ashley E. Poling, Vice Chairman;
Mark Acton;
Ann C. Fisher; and
Robert G. Taub

Public Inquiry on Modification of Service
Performance Measurement Systems for
Market Dominant Products

Docket No. PI2021-3

NOTICE AND ORDER INITIATING PROCEEDING
TO CONSIDER MODIFICATIONS TO MARKET DOMINANT
SERVICE PERFORMANCE MEASUREMENT SYSTEMS

(Issued September 3, 2021)

On August 31, 2021, the Postal Service filed a notice, pursuant to 39 C.F.R. 3055.5, proposing modifications to its market dominant service performance measurement systems.¹ The systems that are the subject of this proceeding were approved for implementation on July 5, 2018, in Docket No. PI2015-1.² The most recent version of the Postal Service's Service Performance Measurement (SPM) Plan was filed in May 2019.³ Accompanying the Notice is a library reference, which contains

¹ United States Postal Service Notice of Filing Changes to Service Performance Measurement Plan Document, August 31, 2021 (Notice).

² Docket No. PI2015-1, Order Approving Use of Internal Measurement Systems, July 5, 2018 (Order No. 4697); Docket No. PI2015-1, Errata to Order No. 4697, August 21, 2018 (Order No. 4771).

³ See Docket No. PI2019-1, Library Reference USPS-LR-PI2019-1/1, May 21, 2019.

a copy of the United States Postal Service, Service Performance Measurement plan, revised August 31, 2021 (both redline and clean versions).⁴

The Postal Service's proposed modifications add reporting for 3-day, 4-day, and 5-day service standards for First-Class Mail, in place of the current 3-5-day service standard. Notice at 1. The Postal Service asserts that the purpose of this change is to align service performance reporting with upcoming service standard changes which are to take effect on October 1, 2021. *Id.* The Postal Service also proposes replacing certain references to external SPM with internal SPM, consistent with Order No. 5576.⁵

Interested persons are invited to comment on the Postal Service's proposed modifications concerning the service performance measurement systems. However, commenters are reminded that the scope of this docket is limited to the Postal Service's proposed revisions to the SPM Plan, not the propriety of the underlying service standard changes, which the Commission addressed in Docket No. N2021-1.⁶ Comments are due September 17, 2021. The Commission does not anticipate the need for reply comments at this time. The Commission intends to evaluate the comments received and use those suggestions to help carry out its service performance measurement responsibilities under the Postal Accountability and Enhancement Act. Material filed in this docket will be available for review on the Commission's website, <http://www.prc.gov>.

It is ordered:

1. Docket No. PI2021-3 is established for the purpose of considering the Postal Service's proposed modifications to its market dominant service performance measurement systems.

⁴ Library Reference USPS-LR-PI2021-3/1, August 31, 2021.

⁵ See Docket No. PI2019-1, Order Granting Request and Approving Use of Internal Service Performance Measurement System, July 1, 2020 (Order No. 5576).

⁶ See Docket No. N2021-1, Advisory Opinion on Service Changes Associated with First-Class Mail and Periodicals, July 20, 2021.

2. Interested persons may submit written comments on any or all aspects of the Postal Service's proposals no later than September 17, 2021.
3. Christopher Mohr is designated to represent the interests of the general public in this docket.
4. The Secretary shall arrange for publication of this Notice in the *Federal Register*.

By the Commission.

Erica A. Barker
Secretary